

Per California Code of Regulations, title 2, section 548.5, the following information will be posted to CalHR's Career Executive Assignment Action Proposals website for 30 calendar days when departments propose new CEA concepts or major revisions to existing CEA concepts. Presence of the department-submitted CEA Action Proposal information on CalHR's website does not indicate CalHR support for the proposal.

A. GENERAL INFORMATION

1. Date

2022-12-08

2. Department

Government Operations Agency

3. Organizational Placement (Division/Branch/Office Name)

Office of the Secretary

4. CEA Position Title

Language Access Manager

5. Summary of proposed position description and how it relates to the program's mission or purpose.
(2-3 sentences)

Under the general direction of the State Chief Equity Officer, the Language Access Manager will provide leadership and direction for the State's language access strategies and policies to improve language access in state government, including developing a statewide language access framework to ensure Limited English Proficient (LEP) individuals have equitable access to participation in state government, services and programs. The Language Access Manager serves as a member of the State Chief Equity Officer's leadership team to provide leadership and consultation on diversity, equity, inclusion, and accessibility (DEIA) to all state departments.

6. Reports to: (Class Title/Level)

Chief Equity Officer/Exempt

7. Relationship with Department Director (*Select one*)

- ☐ Member of department's Executive Management Team, and has frequent contact with director on a wide range of department-wide issues.
- ☒ Not a member of department's Executive Management Team but has frequent contact with the Executive Management Team on policy issues.

(*Explain*):

The Language Access Manager will work closely with the Chief Equity Officer as well as other members of the Executive Management Team (Deputy Secretaries) on a range of language access and equity-related policy issues.

8. Organizational Level (*Select one*)

- ☐ 1st ☐ 2nd ☒ 3rd ☐ 4th ☐ 5th (mega departments only - 17,001+ allocated positions)

B. SUMMARY OF REQUEST

9. What are the duties and responsibilities of the CEA position? Be specific and provide examples.

Under the administrative direction of the State Chief Equity Officer, the Language Access Manager is responsible for improving language access in state government and developing a statewide language access framework to ensure Limited English Proficient (LEP) individuals have equitable access to participation in state government, services and programs. The Language Access Manager develops and drives forward key equity and language access initiatives on behalf of the Governor. The incumbent provides leadership and consultation on language access and diversity, equity, inclusion, and accessibility (DEIA) to all state departments with a focus on those that have direct impact on state operations, procurement, information technology, and human resources. The incumbent develops standards and performance metrics for the evaluation of agency programs, and promotes innovation and cost-saving efficiencies throughout state government. In addition, this position will serve as a member of the Agency Secretary's top advisory team, fully participate as a member of the agency management group and provide direct input on agency decisions. Duties include, but are not limited to, the following:

Develop, implement, and establish the State's language access strategies and policies, including the creation of a language access framework. In compliance with Executive Order N-16-22, develop and recommend strategies for improving language and communications access to state government services and programs to Governor's Office in collaboration the California Health and Human Services Agency. Implement strategies and policies reflecting outcomes of these recommendations. Manage the Language Access Pilot Program, providing oversight of research projects and assessing findings to develop strategies to increase participation of non-English or limited-English speakers in California public hearings and meetings. Prepare and provide initial findings and implementation updates to the Legislature. Research and determine the feasibility and scalability of various methods and technologies to provide translation and interpretation of public hearings and meetings in multiple languages.

Develop strategies and recommendations to improve provision of high quality, culturally appropriate language services. Identify and analyze existing state policies and practices that contribute to existing language access gaps and recommend improvements to executive management. Lead and oversee the development, implementation, and integration of complex statewide language access policies and initiatives. Identify and secure contractors as needed to support execution of the Language Access Pilot Program and Executive Order N-16-22.

Lead research and draft high-level analyses and policy briefs related to language access challenges and solutions. Analyze and interpret data for formulation of policy recommendations and delivery of pilot program outcomes. Prepare reports, presentations, and policy recommendations based on language access best practices and research. Monitor and evaluate success of language access policies and initiatives. Provide ongoing recommendations to optimize language access policy and continuous quality improvement. Establish mechanisms to monitor implementation and provision of language access services.

Lead and organize Agency-level and other work groups to assess statewide language access needs, share best practices, and develop policy and operational initiatives. Engage with external and internal stakeholders, including state agencies, departments, Governor's Office, Legislature, community groups, academic and research institutions, contractors, and the public. Partner with above stakeholders, as appropriate, for expertise and best practices in language access.

Organize and lead community engagement activities with linguistically marginalized communities. Attend relevant meetings and functions on behalf of Chief Equity Officer and Agency.

B. SUMMARY OF REQUEST (continued)

10. How critical is the program's mission or purpose to the department's mission as a whole? Include a description of the degree to which the program is critical to the department's mission.

- ☒ Program is directly related to department's primary mission and is critical to achieving the department's goals.
- ☐ Program is indirectly related to department's primary mission.
- ☐ Program plays a supporting role in achieving department's mission (i.e., budget, personnel, other admin functions).

Description: Diversity, equity, inclusion and accessibility (DEIA) is critical to the Government Operations Agency mission of improving government operations within state departments so we can better serve the diverse population of California. More than 200 languages and dialects are spoken in the State, and according to the US Census Bureau (2015), almost 44% of California households speak a language other than English, and nearly seven million Californians (19%) report speaking English "less than very well."

Limited English proficiency often results in barriers to services like health care, mental health, and employment assistance. Providing meaningful and equitable language access services to non-English and limited English speaking individuals is essential to administering fair and equitable services to all Californians.

The CEA position will provide leadership and direction for the State's language access strategies and policies to improve language access in state government, including developing a statewide language access framework to ensure Limited English Proficient (LEP) individuals have meaningful and equitable access to participation in state government, services and programs.

B. SUMMARY OF REQUEST (continued)

11. Describe what has changed that makes this request necessary. Explain how the change justifies the current request. Be specific and provide examples.

The establishment of the State Chief Equity Officer position and its extensive portfolio of responsibilities necessitates the creation of the Language Access Manager position to carry out the Governor and Legislature's language access and equity-related initiatives through policy analysis, formulation and implementation.

C. ROLE IN POLICY INFLUENCE

12. Provide 3-5 specific examples of policy areas over which the CEA position will be the principle policy maker. Each example should cite a policy that would have an identifiable impact. Include a description of the statewide impact of the assigned program.

The individual appointed to the CEA position will serve as the principle policy maker for statewide language access policies and initiatives, including:

1. Develop and implement integrated language access policies with a high level of complexity in coordination with agencies, departments, legislative staff, advocates, community groups, and other stakeholders. Work with the Statewide Language Access Task Force and other relevant work groups to update and modernize the Dymally-Alatorre Bilingual Services Act. Analyze existing language access policies and programs to identify areas of deficiency and improvement.
2. Carry out Governor's Executive Order N-16-22 to develop recommendations for improving language and communications access to state government services and programs in collaboration with the California Health and Human Services Agency. Increase the State's language access capacity through policy and operational considerations such as the creation of an Office of Language Access, Language Access Coordinators, and statewide-enterprise translation and interpretation contracts.
3. Create Language Access Pilot Program, as required by the Legislature, to increase participation of non-English or limited-English speakers in California public hearings and meetings. Conduct research and assessment to deploy Language Access Pilot at minimum of 4 public hearings and meetings. Prepare and provide initial findings and implementation updates to the Legislature. Research and determine the feasibility and scalability of various methods and technologies to provide translation and interpretation of public hearings and meetings in various languages. This will allow non-English and limited-English speaking Californians to meaningfully engage and participate in their state government.

Language access is critical to ensuring equity for all Californians, including the 19 percent of Californians who are limited-English proficient. The development and implementation of the language access policies and initiatives above will allow non-English and limited-English speaking Californians to meaningfully engage and participate in their state government through public hearings and meetings. It will also allow for access to essential government safety net programs and services in health, social services, employment and other areas.

C. ROLE IN POLICY INFLUENCE (continued)

13. What is the CEA position's scope and nature of decision-making authority?

This CEA position will lead in the development and implementation of a language access framework and initiatives within the State of California. The position will provide executive direction for the GovOps Agency related to the State's language access strategies and goals. The CEA has decision-making authority for the coordination and implementation of initiatives, policies, projects and expenditures. The CEA has the responsibility to help ensure that new or existing initiatives, policies, projects, and processes are implemented in accordance with the Agency's mission, policies and procedures, as well as federal and state laws.

14. Will the CEA position be developing and implementing new policy, or interpreting and implementing existing policy? How?

The CEA will develop and implement new language access policies with a high level of complexity in coordination with agencies, departments, legislative staff, advocates, community groups, and other stakeholders. The CEA will also work with the Statewide Language Access Task Force and other relevant work groups to update and modernize the Dymally-Alatorre Bilingual Services Act, including analyzing existing language access policies to identify areas of deficiency and improvement.

The CEA will also implement the Governor's Executive Order N-16-22 to develop recommendations for improving language and communications access to state government services and programs in collaboration with the California Health and Human Services Agency. Increase the State's language access capacity through policy and operational considerations such as the creation of an Office of Language Access, Language Access Coordinators, and statewide-enterprise translation and interpretation contracts.